

# POLICY MAPPING ON eHEALTH POLICIES AND INITIATIVES (INCLUDING ON CANCER CARE) IN AUSTRIA

This Country Factsheet was first prepared for the eCAN Joint Action and updated for the eCAN+ Joint Action. It is prefilled with publicly available information and was sent for review to country experts on eHealth and cancer care. The Country Factsheet serves as the basis for the preparation of an overview of eCAN relevant policies and initiatives in all EU and EEA countries.

The Joint Action ‘**Enhancing digital capabilities of cancer centres in Europe to improve prevention and care**’ (eCAN Plus) aims to bring the benefits of digital health to all citizens, patients and health care professionals to improve cancer prevention and care across Europe. The rising use of telemedicine and innovative legal framework of European Health Data Space offer opportunity to better address population health needs. Built on the experience of the eCAN JA, this project contributes to integrating digital tools and improving health data use for the benefit of cancer patients. The JA foresees to bring lasting impact to different targeted audiences. The project’s expected outputs pave the way for a wider rollout of **eHealth in oncology** but also supports decision-makers by providing recommendations and guidelines.

This country factsheet was originally **pre-filled in 2023/2024** with publicly available information by

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The country factsheet includes chapters on:

- 1 definitions**
- 2 governance**
- 3 strategies/policies**
- 4 legislation**
- 5 cancer specific eHealth solutions**

Any questions? – Please get in touch via [ecan@goeg.at](mailto:ecan@goeg.at).

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## 1 DEFINITIONS

Table 1 : Deviations in the use of international definitions for eHealth terms - Austria

Term	Definition	Deviation
eHealth	The WHO defines eHealth as « cost-effective and secure use of information and communications technologies in support of health and health-related fields, including health-care services, health surveillance, health literature, and health education, knowledge and research ». <sup>1</sup>	No deviation from definition. <sup>2</sup>
mHealth	« Mobile health (mHealth) is defined by the World Health Organization’s (WHO) Global Observatory for eHealth as « medical and public health practice supported by mobile devices, such as mobile phones, patient monitoring devices, personal digital assistants (PDAs), and other wireless devices ». <sup>3</sup>	No deviation from definition.
dHealth	The EU defines digital health (dHealth) and care as referring to « tools and services that use information and communication technologies (ICTs) to improve prevention, diagnosis, treatment, monitoring and management of health-related issues and to monitor and manage lifestyle-habits that impact health ». <sup>4</sup> The WHO defines digital health as « the field of knowledge and practice associated with the development and use of digital technologies to improve health. Digital health expands the concept of eHealth to include digital consumers, with a wider range of smart-devices and connected equipment. It also encompasses other uses of digital technologies for health such as the Internet of things, artificial intelligence, big data, and robotics. » <sup>5</sup>	No deviation from definition.
telehealth	The WHO defines telehealth broader than telemedicine « as it includes computer-assisted telecommunications to support management, surveillance, literature, and access to medical knowledge. » <sup>6</sup>	No deviation from definition.
telemedicine	The EU Commission defines telemedicine as follows (EU Commission definition, COM(2008)689) : « Telemedicine is the provision of health care services, through the use of ICT, in situations where the health professional and the patient (or two health professionals) are not in the same location. It involves the secure transmission of medical data and information, through text, sound, images, or other forms needed for the prevention, diagnosis, treatment, and follow-up of patients. » <sup>7</sup>	No deviation from definition. <sup>8</sup>
teleconsultation	PAHO describes teleconsultation (also sometimes referred to as remote consultation or telehealth), as « interactions that happen between a clinician and a patient for the purpose of providing diagnostic or therapeutic advice through electronic means. » <sup>9</sup>	No deviation from definition.
health app	Essén et al. 2022 define health apps as « a computer program or software application (designed to run on a mobile device) “intended to be used specifically for managing, maintaining, or improving the health of individual persons, or the delivery of care” (ISO <a href="https://www.iso.org/standard/78182.html">https://www.iso.org/standard/78182.html</a> (2021), p 5). »	No deviation from definition.

<sup>1</sup> WHO EMRO - eHealth

<sup>2</sup> eHealth (sozialministerium.at)

<sup>3</sup> mHealth Assessment: Conceptualization of a Global Framework - PMC (nih.gov), mHealth

<sup>4</sup> Events - Smart4Health

<sup>5</sup> Digital health EURO (who.int)

<sup>6</sup> telehealth – DigitalHealthEurope

<sup>7</sup> Telemedicine – DigitalHealthEurope

<sup>8</sup> Telemedizin (sozialministerium.at)

<sup>9</sup> <https://www3.paho.org/ish/images/docs/covid-19-teleconsultations-en.pdf?ua=1>

## Further information:

- No further information identified.

## 2 GOVERNANCE

Table 2 : Overview on eHealth governance - Austria

Question	Answer	Comments/Experience
Is there a Ministry or State Secretariat explicitly in charge of eHealth/dHealth in place? If so, which Ministry?	Yes	The Ministry of Labour, Social Affairs, Health, Care and Consumer Protection oversees eHealth. <sup>10</sup>
Does the Ministry who oversees health care also have a specific Department or Unit in charge of eHealth/dHealth?	Yes	There is a ,health telematics‘ (‘Gesundheitstelematik‘) department in place at the Ministry of Labour Social Affairs, Health, Care and Consumer Protection. <sup>11</sup>
Is there a national eHealth governance board in place?	Yes	The subgroup on eHealth of the Federal Target Based Governance Commission is the national eHealth governance board for Austria. Within the governance structure of the Federal Target Based Governance Act (‘Bundeszielsteuerungsvertrag‘), there is a body responsible for eHealth (composed of representatives by the three decision-making stakeholders), the Federal Target-Based Governance Commission (‘Bundeszielsteuerungskommission‘). This is where work programmes implementing the Target -Based Governance Act are decided upon and reviewed.
Is there a public eHealth agency in place? At which level (national, regional)? Which functions does this agency cover?	Yes	The ELGA GmbH is the public eHealth agency in Austria. <i>‘The core responsibilities of ELGA GmbH include the further development of the IT architecture for the electronic health record, the further development of the standards in use—including international coordination—overall programme management across all necessary projects, the management and execution of required integration tests, public relations, the overall coordination of operations, and the further development and monitoring of information security within ELGA.’</i> <sup>12</sup> ELGA (‘elektronische Gesundheitsakte‘, electronic health records) provides ELGA participants (patients) and authorised ELGA health service providers, e.g. doctors, pharmacies, hospitals and care facilities, access to their resp. their patients electronic health data (e.g. prescriptions issued) regardless of location and time. <sup>13</sup>
If no, are there any other public institutions working in the field of eHealth?	N/A	No further information available.
Are dHealth / eHealth tools in the outpatient sector publicly paid or covered in your benefits package (e.g. by sickness fund or national health service)? If yes, please describe how.	Yes	General services such as ELGA are covered by public funding. Depending on the region and sickness funds further tools can be covered.
Are dHealth / eHealth tools in the inpatient sector automatically	Yes	The reimbursement of telemedical consultations is now included in the tariff agreements/fee schedules of the health insurance funds

<sup>10</sup> [eHealth sozialministerium.at](https://www.ehealth-sozialministerium.at)

<sup>11</sup> [Geschäftseinteilung des BMSGPK - Abteilung VI/B/8, Gesundheitstelematik \(ldap.gv.at\)](https://www.gesundheitstelematik.at)

<sup>12</sup> <https://www.elga.gv.at/elga-gmbh/unternehmen/>

<sup>13</sup> [ELGA: Startseite](https://www.elga.gv.at/elga-gmbh/unternehmen/)

Question	Answer	Comments/Experience
covered in your benefits package or do you need to pay extra (e.g. for telehealth consultations or telereha) compared to standard treatments?		(since Corona). Telemedical services are reimbursed at the same rate as if the service was provided on site without the aid of telemedical methods. In Austria there are over 100 projects in the field of telemedicine and AI (covering pilots and projects in regular operation).
Are there any comprehensive cancer centres focussing on eHealth or telehealth treatments? If yes, which ones and for which specific fields?	Y, e.g. CCRI	St. Anna Children's Cancer Research Institute (CCRI) is currently implementing the digital Survivorship Passport (SUPA) within the course of an EU funded project (PanCareSurePass). <sup>14</sup> In Styria, the first digital Survivorship Passport (SUPA) documents are already being uploaded to ELGA. CECOG offers a Virtual Transborder Tumor Board Platform. Apart from those two examples above there are other CCCs in Austria like the Comprehensive Care Center Vienna <sup>15</sup> , Vienna Cancer Center <sup>16</sup> or Universitäres Comprehensive Cancer Center Graz <sup>17</sup> . But no information was available on eHealth / telehealth treatments concerning those CCCs.

### Further information:

- No further information identified.

## 3 STRATEGIES/POLICIES

Table 3 : Overview on strategies and policies for eHealth and cancer care - Austria

Question	Answer	Comments/Experience
Is there a national eHealth strategy in place?	Yes	The Federal Target Management Contract for Health <sup>18</sup> is a partnership-based target management system established in 2013 to manage the structure, organization, and financing of Austrian health care between the federal government, the provinces, and the social insurance system. The contract for 2022 and 2023 includes operational objective 5 - Targeted use of ICT for patient care, system control and innovation. The eHealth Strategy for Austria <sup>19</sup> has been published in 2024. It was developed by the “eHealth strategy working group” which was tasked to do so by the Austrian Federal Target-Based Governance Commission. The working group was chaired by the Federal Ministry for Labour, Social Affairs, Health, Care and Consumer Protection (BMASGPK) and the process of developing the eHealth strategy was supported by Gesundheit Österreich GmbH (GÖG). Eight strategic goals have been defined, to be implemented by 2030. The main priorities are providing all citizens with digital access to the healthcare system and to their own health data, as well as creating and improving telemedicine services.
If yes, which stakeholder groups have been included in drafting the national eHealth strategy?	Differs	The development process for the Austrian eHealth Strategy included a participation process in which the draft version was developed further on the basis of inputs from six working groups and a series of

<sup>14</sup> [PanCareSurPass – Implementing the digital Survivorship Passport to improve Person-Centered Survivorship Care](#)

<sup>15</sup> [Comprehensive Care Center Vienna](#)

<sup>16</sup> [Vienna Cancer Center](#)

<sup>17</sup> [Universitäres Comprehensive Cancer Center Graz](#)

<sup>18</sup> [Federal Target Management Contract for Health](#)

<sup>19</sup> eHealth-Strategie Österreich : [240806-eHealth-bf \(1\).pdf](#)

Question	Answer	Comments/Experience
		expert interviews with key stakeholders. This included feedback from all relevant Professional associations (e.g. medical association, nursing association etc.), experts in digitalisation and public health (e.g. from Austria’s national statistical authority), Industry associations and patient organisations.
Are there regional eHealth strategies? If so, can you indicate whether in all regions or only some? Can you provide some (exemplary) documents?	Yes	Regional strategies are in place, e.g., in Vienna <sup>20</sup> , Salzburg <sup>21</sup> , Styria <sup>22</sup> and Vorarlberg <sup>23</sup> . The strategy for Vorarlberg for example lists oncology as a key area of focus, and the establishment of an oncology network is included in a roadmap.
If yes, which stakeholder groups have been included in drafting such regional strategy/ies?	Differs	Different, depending on the strategy (mostly regional decision makers, but also academia, etc.).
Are there strategy/ies explicitly referring to / including eHealth cancer care?	Yes	The Austrian National Cancer Plan (2014) includes the implementation of the SurvivorshipPassport (SUPA) as one of the operational targets for the target group of children and adolescents and the implementation of the electronic vaccination pass as measures to avoid virus-associated tumour types through vaccination. In Styria, the first digital Survivorship Passport (SUPA) documents are already being uploaded to ELGA. The Austrian National Cancer Plan has been updated and is due to be published in 2025. In 2024, a concept for updating the Cancer Framework Programme was developed, presented to the members of the Oncology Advisory Board, and approved. <sup>24</sup> The updated NCCP has a Chapter on Digital Health and explicitly refers to eHealth and Cancer. It gives recommendations for strengthening data collection and access
If not, are there discussions ongoing to develop a national eHealth strategy?	Yes	Yes, the eHealth Strategy <sup>25</sup> has now been developed.
Is there a National Cancer Plan in place?	Yes	A National Cancer Programme is in place <sup>26</sup> . See also above (question on strategy referring to eHealth cancer care).
If yes, does the National Cancer Plan refer to eHealth?	Yes	The Austrian National Cancer Plan has been updated and is due to be published in 2025. In 2024, a concept for updating the Cancer Framework Programme was developed, presented to the members of the Oncology Advisory Board, and approved. <sup>27</sup> The updated NCCP has a Chapter on Digital Health and explicitly refers to eHealth and Cancer.
In the light of the EU „Beating Cancer Plan” – are there any recent plans to update or modify existing plans? If yes, what is the timeline?	Yes	The update of the NCCP mentioned above and there has also been a second strategy titles “Aktionsplan EU-Mission „Krebs besiegen“ (Action Plan for the implementation of the EU Mission Cancer) <sup>28</sup> written by a group of experts in Oncology in various sectors - the Mission Action Cancer Group (Mirror Group of the Mission on Cancer in Austria) that also relates to the EBCP. The Action Plan for the implementation of the EU Mission “Cancer” in Austria is the result of an intensive coordination process within the Mission Action Group CANCER. It provides the foundation for the

<sup>20</sup> [Wiener eHealth Strategie 2023/2024](#)

<sup>21</sup> [Folder\\_Digitalisierungsstrategie\\_Gesundheitswesen.pdf](#)

<sup>22</sup> [eHealth-Strategie\\_DigitalesGesundheitssystemSTM19.pdf \(gesundheitsfonds-steiermark.at\)](#)

<sup>23</sup> [eHealth Strategie des Landes](#)

<sup>24</sup> [Krebsrahmenprogramm - Onkologiebeirat | Gesundheit Österreich GmbH](#)

<sup>25</sup> [eHealth-Strategie Österreich - Digital Austria](#)

<sup>26</sup> [Nationales Krebsrahmenprogramm \(sozialministerium.at\)](#)

<sup>27</sup> [Krebsrahmenprogramm - Onkologiebeirat | Gesundheit Österreich GmbH](#)

<sup>28</sup> [Aktionsplan CANCER Mission Februar 2025.pdf](#)

Question	Answer	Comments/Experience
		<p>coordinated and sustainable implementation of measures aimed at achieving the Mission’s objectives at the national level.</p> <p>The Action Plan serves as a guide for the joint activities of Austrian stakeholders. It defines strategic priorities and operational steps and presents concrete measures and ideas that can contribute to the successful achievement of the Mission’s goals.</p> <p>The Plan has several references and goals focused on promoting digital health and eHealth related measures in Cancer such as the establishment of the UNCAN.eu platform – A unique digital platform for high-quality research data or the Set up of the European Cancer Patient Digital Centre.</p> <p>The Plan also promotes the pilot of a telemedicine platform with dedicated disease management modules, such as OnkoMobil (similar to HerzMobil), incorporating PROMs and PREMs as a first step in selected federal states.</p> <p>Establishing framework conditions for nationwide implementation of a telemedicine platform to support therapy monitoring and follow-up (including PROMs and PREMs) have been assessed.</p>
Are there any indicators in eHealth policy or national programmes on cancer care measuring the progress of the use of eHealth in cancer care?	No	No, but the 2024 digital decade eHealth indicator study performed for the European Commission provides information about Austria's maturity level in regard to eHealth. <sup>29</sup>
Are there any other cancer care specific eHealth initiatives, f.e. by other stakeholders than policy makers / public authorities?	Yes	Projects like e.g. eSMART (remote monitoring system for oncology patients at the medical university Vienna), or INERACCT (improve communication between doctors and patients in a playful way).

### Further information:

- No further information identified.

## 4 LEGISLATION

Table 4 : Overview on eHealth and cancer legislation - Austria

Question	Answer	Comments/Experience
Is there a general legal framework covering eHealth related topics in your country?	Yes	<p>The general legal framework is provided, among others, by the Health Telematics Act 2012, the Hospital and Spa Act, the Medical Devices Act 2021 and the European Medical Devices Regulation as well as the Data Protection Act and the European General Data Protection Regulation.</p> <p>There is a new legal framework since 2025, the eHealth regulation 2025<sup>30</sup>. The eHealth regulation 2025 is a federal regulation (Verordnung) that implements more detailed rules for eHealth applications — in particular relating to the electronic health services, the electronic vaccination pass (elmpfpass) and other telematics requirements — under the Gesundheitstelematikgesetz 2012 (GTelG 2012).</p> <p>Due to recent legislative changes, from 1 January 2028, pathology reports from hospitals, independent outpatient clinics and specialist practitioners in clinical pathology will be required to be uploaded to</p>

<sup>29</sup> [2024-digital-decade-eHealth-indicator-study-kk0524387enn.pdf](#)

<sup>30</sup> [RIS - eHealth-Verordnung 2025 - Bundesrecht konsolidiert, Fassung vom 07.11.2025](#)

Question	Answer	Comments/Experience
		ELGA. Specialist reports (e.g. oncology) will be required to be uploaded to ELGA from 1 January 2030.
Is there specific legislation on the use of telemedicine?	No	There is no separate law regulating the field of telemedicine.
Is there specific legislation explicitly referring to cancer prevention?	No	To support the Federal Minister of Health a National Screening Committee for Cancer, a body under Section 8(1) of the Federal Ministries Act 1986, was established at the beginning of 2021.
Is there specific legislation explicitly referring to / including eHealth in cancer care?	No	There is no disease-specific eHealth legislation in Austria (neither for cancer nor for other diseases). eHealth legislation in AT, cancer care is an intramural health service and therefore a matter of the regions.

**Further information:**

- No further information identified.

## 5 CANCER SPECIFIC eHEALTH SOLUTIONS

Table 5 : Overview on cancer specific eHealth solutions in use – Austria

Area of application/ type of solutions	Login Websites	Apps	Webinars	Multi-disciplinary teleconferences (HCP-HPC)	Teleconsultation (HCP-patient)	Telemonitoring via devices	Other, please specify
<b>Ecosystem</b>	Yes, through ELGA currently providing for: discharge letters from public hospitals, laboratory results, radiology results, medication data	Yes, app stores for individuals	Yes, e.g. Cancer School of the CCC (Medical University Vienna)	-	Yes, teleconsultation possible. Reimbursement now included in the tariff agreements/fee schedules of the SHI funds (since the COVID-19 pandemic)	-	Yes, currently establishment of an eHealth application/ePatient Decree planned. Registers of lawyers and notaries will be connected; living wills will be set up on the application and forwarded to the electronic application. GDAs (intramural, extramural, also nursing homes if connected to ELGA) can then query via the ELGA infrastructure whether a living will exist and view it.
<b>Prevention of Cancer</b>	-	Yes, but only commercial apps like skin cancer screeners, risk calculators etc.	-	-	-	-	-
<b>Treatment of Cancer</b>	-	Yes, but only commercial apps like medication reminders and one from the Austrian Cancer Support (KrebsHILFE) in cooperation with CCC (Medical University Vienna)	-	Yes, tumorboards, e.g. tumor center in Upper Austria; Virtual Transborder Tumor Boards <sup>31</sup> from CECOG: Tiger Tumor board, which covers all tumour entities	-	-	-

<sup>31</sup> [Virtual Transborder Tumor Boards](#)

Area of application/ type of solutions	Login Websites	Apps	Webinars	Multi-disciplinary teleconferences (HCP-HPC)	Teleconsultation (HCP-patient)	Telemonitoring via devices	Other, please specify
				and a Breast Cancer Tumor Board.			
'Living with cancer'	-	Yes, commercial apps and one from the Austrian Cancer Support (KrebsHILFE) in cooperation with CCC (Medical University Vienna)	-	-	-	Yes, e.g. eSMART (Electronic Symptom Management System Remote Technology) <sup>32</sup> ; INTERACCT e-health platform in development <sup>33</sup> . Telemonitoring in paediatric oncology at the Tyrol Clinics. <sup>34</sup>	Yes, implementation of Survivorship Passport at CCRI currently ongoing
Rehabilitation from Cancer	-	-	-	-	-	-	-
Palliative Cancer Care	-	-	-	-	-	-	-

### Further information:

- No further information identified.

<sup>32</sup> Patients with breast, bowel and blood cancer can use it to document their symptoms daily during and after chemotherapy using a specially developed self-assessment questionnaire. The symptoms are then assessed by a computer-based algorithm and healthcare professionals are notified if support is needed. Patients thus receive information and advice in real time while at home, without the need for a trip to the hospital.

<sup>33</sup> <https://interacct.cs.univie.ac.at/index.php?item=participants>; A multinational telemedical study in which MedUni Vienna is involved with a special focus on young HSCT (haematopoietic stem cell transplantation) patients is currently being designed and subsequently developed. ASyMS (Advanced Symptom Management System), a mobile phone-based remote monitoring system, is being used. The main task of INTERACCT is to improve the communication between patients and doctors, and thus to be able to recognise life-threatening complications more quickly. Compliance with therapy instructions and frequent description of the current state of health are essential for successful follow-up treatment.

<sup>34</sup> <https://www.i-med.ac.at/mypoint/news/764423.html#:~:text=An%20der%20Innsbrucker%20Univ.,aus%20Tirol%2C%20Vorarlberg%20und%20S%C3%BCdtirol>

Table 6 : Number of eHealth solutions available and in use – Austria

Question	Answer	Comments/Experience
How many eHealth solutions (in the sense of medical devices and thus 'authority approved/certified') solutions are existing currently in your country in the context of cancer care/treatment?	Yes	Approved as medical device: <a href="#">eSMART</a> . <sup>35</sup> Two further examples on telemonitoring in paediatric oncology at the Tyrol Clinics <sup>36</sup> and INTERACCT at St. Anna Kinderspital are still in the project or study stage.
Is there a website or other information on solutions that are recommended to the public for use (e.g. a selection of health apps that are recommended to cancer patients or in general)?	No	There is no official recommendation list for apps, not even specifically for cancer.
Can you give an estimation on how the split between private and public apps are available? Give an estimate percentage of public solutions.	Yes	Around 80% public, 20% private solutions.
How can providers and patients assess if the apps are reliable? Is there a certification or quality approval procedure in place? If yes, which kind of procedure?	No, not yet	No further information available.
How many Health Care Providers use such solutions? Which sector uses rather which types of solutions?	Yes	Medical university Vienna dept. Haematology, Children's Oncology Medical University Innsbruck, Children's Oncology St. Anna

### Further information:

- In addition to discharge letters, pathological findings are particularly necessary for the diagnosis and treatment of cancer. They are not yet available in ELGA and are therefore missing for useful projects (such as PanCareSurPass). Also, outpatient clinic findings (e.g. oncology) should also be made available comprehensively.
- There is currently no binding timetable for the ePatient Decree project.

<sup>35</sup> <https://www.medmedia.at/ahop/die-erste-onkologische-eHealth-ambulanz/>

<sup>36</sup> <https://www.i-med.ac.at/mypoint/news/764423.html#:~:text=An%20der%20Innsbrucker%20Univ.,aus%20Tirol%2C%20Vorarlberg%20und%20S%2C3%BCdtirol>